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| APPLICATION NO. | FILING DATE | FIRST NAMED INVENTOR | ATTORNEY DOCKET NO. | CONFIRMATION NO. |
|-----------------|-------------|-----------------------|---------------------|------------------|
| 09/893,910 | 06/29/2001 | Edward Michael Silver | BS00-336 | 4940 |

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BAMBI FAIVRE WALTERS
PO BOX 5743
WILLIAMSBURG, VA 23188

EXAMINER

NGUYEN, QUYNH H

ART UNIT PAPER NUMBER

2642

DATE MAILED: 12/08/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

| | | | |
|------------------------------|--------------------------------------|-------------------------------------|--|
| Office Action Summary | Application No. 09/893,910 | Applicant(s) SILVER ET AL | |
| | Examiner Quynh H. Nguyen | Art Unit 2642 | |

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 29 September 2005.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-35 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-35 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 102

2. Claims 1, 2, 6-10, 15-20 are rejected under 35 U.S.C. 102(b) as being anticipated by Ginsberg (U.S. Patent 6,064,730).

Regarding claim 1, Ginsberg teaches the steps of: a telephone line in communication with a telephone network (col. 4, lines 29-30 - *where Ginsberg discussed establishing a communication link from a customer's phone*); a display device associated with the telephone line (col. 3, lines 11-13); a communication link between the display and the computer network (Fig. 2), wherein when a triggering event associated with the telephone line is detected (col. 3, lines 10-13 - *where Ginsberg discussed when a customer placed a call into the system 100*), contents of the source computer are displayed on the display device during a data session via the communication link (col. 3, lines 21-64).

Regarding claim 2, Ginsberg teaches the triggering event is detected before a voice session is established between a calling party and a called party (col. 3, lines 10-11 and lines 21-26).

Regarding claims 6 and 7, Ginsberg teaches the telephone line is associated with one of a called party (customer), a calling party (agent), and a third party.

Regarding claims 8 and 10, Ginsberg teaches the telephone line facilitates at least one of a voice communication, a data communication (Fig. 2; col. 3, lines 21-27), a wireless communication.

Regarding claims 9 and 20, Ginsberg teaches the communication link is one of a second telephone line, a digital subscriber line, a cable modem line (col. 4, lines 33-37), a T1 line, a T3 line, and an integrated services digital network line.

Regarding claims 15 and 16, Ginsberg teaches the triggering event comprises a telephone number of a calling party, a dial string generated by the equipment (col. 3, lines 55-60).

Regarding claim 17, Ginsberg teaches the telephone line comprises a voice communications connection and a data communications (Fig. 2).

Regarding claim 18, Ginsberg teaches the source computer is associated with the party (Fig. 2, call center personnel display device).

Regarding claim 19, Ginsberg teaches the source computer is associated with an entity other than the party (Fig. 2, organization).

Claim Rejections - 35 USC § 103

3. Claims 3-4, 11-13, 21-36 are rejected under 35 U.S.C. 103(a) as being unpatentable Ginsberg (U.S. Patent 6,064,730) in view of Greenberg (U.S. Patent 6,791,974).

Regarding claim 3, Greenberg does not explicitly teach the triggering event is detected after a voice session is established between a calling party and a called party.

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It would have been obvious to one of ordinary skill in the art at the time the invention was made that there are only two possibility to invoke the triggering event: before or after a voice session is established between a calling party and a called party; either case would work in Ginsberg's system. For example, the CSRs click telephone digits to remotely telephone calls and provide web page.

Regarding claim 4, Greenberg teaches a termination of the voice session ends the data session (Fig. 8, 808 and 809).

Regarding claim 5, Greenberg does not explicitly teach the data session continues after the voice session is terminated. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of the data session continues after the voice session is terminated in Greenberg's system thus making the system more efficient by allowing caller to continue viewing the data session after the conversation ended.

Claim 11 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Greenberg teaches a network address of the source computer (col. 2, lines 42-63).

Regarding claim 12, Greenberg teaches the network address is an Internet protocol address (col. 3, lines 1-20).

Regarding claim 13, Ginsberg does not teach the network address is a uniform resource locator.

Greenberg teaches the network address is a uniform resource locator (col. 2, lines 60-63 and col. 4, lines 11-20).

It would have been obvious to one of ordinary skill in the art at the time the invention was made that Web pages or Telnet or URL are ways to access the Internet.

Claims 21, 24 and 29 are rejected for the same reasons as discussed above with respect to claim 1. However, Ginsberg does not teach a voice and data communications address associated with the user. Greenberg teaches using VoIP service to establish the correlation between a customer sessions on the airline's web page (col. 15, line 53 through col. 16, line 30).

Regarding claims 22, 23, and 34, Ginsberg teaches the equipment is adapted to collect digits dialed by the user (col. 3, lines 10-13 - when customer placed a call to the system 100).

Claims 24-27 are rejected for the same reasons as discussed above with respect to the first limitation of claims 11-13 and 18, respectively.

Regarding claims 28 and 35, Ginsberg teaches the source computer is associated with a third party unrelated to the voice session (col. 4, lines 64-67).

Regarding claims 30 and 33, Ginsberg teaches the attempt is made by the user or a calling party other than the user (customer).

Regarding claim 31, Ginsberg teaches the dialed communications address comprises a telecommunications address of a called party (col. 3, lines 10-13).

Regarding claim 32, Ginsberg teaches the source computer is associated with the called party (call center agent).

Regarding claim 36, Ginsberg teaches does not teach the voice communications connection comprises a wireless voice communications connection, and the data

communications connection comprises a wireless data communications connection. It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the wireless in Ginsberg's system in order to have a sufficient system that support both wire line and wireless communications since the trend of today communications are heading more and more toward wireless communications.

4. Claim 14 is rejected under 35 U.S.C. 103(a) as being unpatentable Ginsberg (U.S. Patent 6,064,730)

Regarding claim 14, Ginsberg does not teach the result of the associating step is stored in a database. It would have been obvious to one of ordinary skill in the art to store the network address in database for later use and the advantage of storing the network address for later use is well known. For example, a cookie that keeps user profile for later login or access the particular web page so that the user does not have to go through logging in process every time.

Response to Arguments

5. Applicant's arguments with respect to claims 1-35 have been considered but are moot in view of the new ground(s) of rejection.

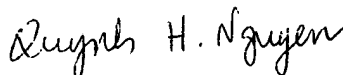
6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 571-272-

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7489. The examiner can normally be reached on Monday - Thursday from 6:15 A.M. to 4:45 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on 571-272-7488. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



Quynh H. Nguyen
Patent Examiner
Art Unit 2642